

FIRST STEPS
KENTUCKY'S EARLY INTERVENTION SYSTEM



Highlights ...

- The CBIS electronic remittance is unavailable. Hardcopies are being mailed. The payment cycle ran successfully yesterday.
- The deadline for cleaning up your CBIS mismatches and old (pre-December 15, 2008) unpaid claims is **January 23, 2009**. Call Central Office for customer support at 877-41STEPS.
- TOTS Tips start on page 2.



Kentucky Department for
Public Health
Division of Maternal and Child Health
275 East Main Street
HS2W-C
Frankfort, KY 40621-0001

877.41STEPS

fs.chfs.ky.gov

January 9, 2009

HAPPY NEW YEAR

Can you believe it's 2009? We've been so busy, we've hardly had time to breath. That hard work has been fruitful, though. Take a look at just some of the things this Program has accomplished in just two short years with your help:

- Administrative structures took shape at the Points of Entry, including designated Managers and clerical staff;
- The number of children served grew from 11,086 in 2006 to 12,918 in 2008;
- The percent of eligible children and families who received their IFSP within 45 calendar days, unless the delay was due to a family reason, increased from 61% in 2006 to 95.4% in 2008;
- Kentucky moved from from *Needs Intervention* to *Needs Assistance* on its state report card issued by the U.S. Department of Education.

- All contractors completed criminal background, Child Abuse/Neglect Registry and sex offender registry checks;
- Policy structures were implemented to assess the impact of First Steps services on children and families who participate in the program;
- Contractors, billing agents and others participated in one of over 110 TOTS trainings conducted between August and November, 2008;
- Providers, POEs and State Administrators approach the end of a monumental transition from a manual billing system to a web-based data management and claims processing system.

Thanks to all involved with this Program for their hard work, tremendous dedication and continued efforts to make Kentucky's First Steps program the best that it can be.

CBIS Update

There was a problem running the electronic remittance for this week's CBIS payment. The payment file did indeed run. Hardcopy remittance advices are being mailed to providers. Please make note that the

next CBIS payment cycle is the last scheduled cycle. The deadline to clean up CBIS mismatches and old unpaid claims is **January 23, 2009**. Contact Central Office at 877-41STEPS for help.

FAMILY SHARE UPDATE

Until Family Share is fully integrated in TOTS, it is going to be necessary for PSCs to continue to provide the Family Share Administrator (Lisa Dorman) with updates. Here are some guidelines:

Income Category Changes

Email Lisa Dorman at Lisa.Dorman@ky.gov with the child's TOTS ID, initials, effective date and new category.

Address Changes

Email Lisa Dorman at Lisa.Dorman@ky.gov with the child's TOTS ID, initials and effective date.

Child Death

Email Lisa Dorman at Lisa.Dorman@ky.gov with the child's TOTS ID, initials and effective date.

Therapy to Begin the Month After the IFSP

Email Lisa Dorman at Lisa.Dorman@ky.gov with the child's TOTS ID, initials and effective date.

Sibling in Program

Email Lisa Dorman at Lisa.Dorman@ky.gov with the child's TOTS ID, initials and the TOTS ID and initials for the sibling in the program.

Recently Received Medicaid Cards

FAX Lisa Dorman at 502/564-8003 or 502/564-0329 with the child's TOTS ID, initials and Medicaid card number.

When Family Share is fully integrated into TOTS, these updates will no longer be necessary. However, in the meantime, they must be continued.



TOTS TIPS

We may have already mentioned this, but PSCs: **DO NOT PREPOPULATE YOUR NEXT IFSP** until you absolutely have to. Preferably this will occur within a week (if not less) of the IFSP meeting date. Once you prepopulate, you make it impossible to make any changes to the previous IFSP. So if you prepopulate two or more weeks out and then you need to change

something in the current plan, you will need to have the prepopulated plan Removed by the system designer. Central Office cannot assist with this. You also increase the likelihood that someone will bill against that plan by mistake (since it's the most recent one now listed). So, we provide all these reasons to stress to PSCs: **DON'T PREPOPULATE PREMATURELY.**



Technology-assisted Observation and Teaming Support system

TOTS TIPS (CONT'D)

More tips:

Agency Administrators: be sure to select the correct IFSP and the correct service when you bill for your service.

Your date of service will dictate which IFSP you will bill under. For example, if there is an Initial IFSP dated 10/01/08 and a Requested Review dated 11/01/08 and your date of service is 12/17/08, you will bill under the Requested Review because it is the most recent IFSP covering your date of service.

You will need to pay attention in order to select the correct service. For example, it is likely that you are authorized to provide both therapeutic intervention and collateral service. When you bill for a service be sure to select the correct service (therapeutic intervention versus collateral service versus assessment).

Agency Administrators: If your *usual and customary* rate is higher than the state rate and you bill your *usual and customary* rate, your claim will be set in queue for review by Central Office because the billed amount exceeds the Maximum KEIS Liability. To speed the review process, please make note in the Account Payable note section that you are billing your *usual and customary* rate.

Agency Administrators: last week's newsletter included the TOTS payment schedule. You can use this schedule to print a report of the specific child claims that were paid during the payment period. You will

do this by selecting AGENCY INVOICE REPORT from the Reports section on your Agency Administrator Homepage. The AGENCY should default to your agency. Enter the date range for the payment period you are interested in reviewing. For example, if you are interested in reviewing the claims that were included in the most recent payment period, you would enter 12/18/08—12/28/08. (NOTE: to change the FROM and/or TO date, insert your cursor at the end of the date and backspace through the date). Then click on the GENERATE PAYMENT DETAIL button.

Agency Administrators: It is not necessary to enter the old CBIS codes (i.e. X0060) in the Medical or Treatment Code boxes on the Service Log. Those old codes are no longer relevant. The Medicaid and Treatment Code boxes were made available to providers to track codes that may be required by private insurances.

Agency Administrators: All claims involving private insurance are set in queue for review by Central Office. Claims involving private insurance must be accompanied by documentation regarding the status of the insurance claim. Documentation (i.e. insurance EOB, letter of denial, copy of policy documenting noncoverage) must be faxed to Central Office at 502/564-8003 or 502/564-0329 and must contain the TOTS ID and Service Log # or #'s in question.

Upcoming Events

01.23.09 Deadline for cleaning up CBIS mismatches and old (pre- December 15, 2008) unpaid claims.

02.02.09 Kentucky Part C Annual Performance Report is due to Washington, D.C.

Register for all First Steps trainings on TRAIN at www.train.org including the new Online TOTS Module—Course ID 1015494.

Visit the First Steps website at

fs.chfs.ky.gov



January 16, 2009

CLARIFICATION REGARDING EXIT ASSESSMENTS

Highlights ...

- Clarification regarding the provision of "exit" assessments is provided on Page 1.
- The deadline for cleaning up your CBIS mismatches and old (pre-December 15, 2008) unpaid claims is **January 23, 2009**. Call Central Office for customer support at 877-41STEPS.
- ILE Request Procedures for Weisskopf CEC begin on Page 2.
- Locate new Provider Face-to-Face Orientation dates on Page 3.



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There are few things I hate more than being the source of misinformation. However, that is the case and I must extend my deepest apologies to the Technical Assistance Teams for placing them in the position of sharing misinformation.

On September 26, 2008, as we approached the October 1, 2008 implementation of revised Evaluation, Assessment and IFSP Development policies, we provided a Q and A via the newsletter related to some frequently asked questions about the policies. One of the questions asked how to handle exit assessments for children who would be exiting the program soon and did not have entry assessment data.

An answer to this question was provided in the newsletter. However, shortly thereafter a different answer was given to the TA Teams and they were instructed to share the new information.

After further review, Central Office feels it more appropriate to continue with the general guidance provided in the September 26, 2008 newsletter—with one minor clarification. I deeply regret any confusion this may have caused in the field.

The question in the September 26, 2008 Q and A read as follows:

Q. I, as a PSC, have one or more children on my caseload who will be aging out soon. Do I have to coordinate an "exit" assessment—even though an entry assessment was not done?

The answer to this question is much as it was in the September 26, 2008 newsletter:

A. Generally, no. An "exit" assessment will not be necessary unless an "entry" or annual assessment has been completed. The reason for this is to assure that there is developmental information to compare the exit assessment to.

Since the revised Evaluation, Assessment and IFSP Development policies became effective on October 1, 2008 and we are now at mid-January, 2009, it is likely that many children in the system will have had an entry or annual assessment by now. However, if you are a PSC with a child on your caseload who will be turning three shortly and who has not had an entry or annual assessment, you will not be required to complete an exit assessment. Again, I apologize for the confusion.

TAX TIME IS HERE ...

Tax time is here. This is just a brief reminder that 1099s do not come directly from Central Office. Rather, they come from the Kentucky

Department of Revenue. If you have questions or concerns regarding your 1099, please contact Revenue directly at 502-564-7750.

TOTS TIPS



We've spoken with a number of providers in recent days who are despairing small mistakes. Please take heart. Today is January 16th. We have only been using TOTS for a single month. All things considered, things have gone swimmingly and folks are doing a really good job.

Reminder: the December 23rd newsletter (e-mailed on December 24th) contains specific information about how to bill. We continue to get questions from providers

who state that they completed their Service Log, but they weren't paid. Merely completing your Service Log will not facilitate payment. You or your Agency Administrator will need to complete the billing process on the Accounts Payable screen. If you have questions about this process, please review the December 23rd newsletter, review the online TOTS Training module and/or contact your Technical Assistance Team.

INTENSIVE LEVEL EVALUATION REQUEST PROCEDURES FOR WEISSKOPF CEC

Request for approval to begin the Intensive Level Evaluation (ILE) process will be completed on the Record Review screen in TOTS. Procedures for requesting any type of Record Review in TOTS were included in the December 23rd newsletter.

If the request for an Intensive Level Evaluation is approved, the Service Coordinator

will follow up with the family to determine which provider they want to complete the ILE. As with any referral for services the Service Coordinator will need to contact the provider by phone to make the referral before adding the service in TOTS.

If Weisskopf Child Evaluation
(Continued on Page 3)

FILE REQUEST PROCEDURES (CONT'D)

tion Center, is selected, the Service Coordinator will first call Weisskopf CEC at (502)852-5331 with the referral information before authorizing the evaluation in TOTS. The Center staff will contact the family to schedule the appointment. Once the appointment has been scheduled CEC staff will then contact the Service Coordinator with information regarding the appointment date and time, as well as the physician who will conduct the evaluation. The Service Coordinator will then need to au-

thorize the evaluation on the Planned Services page in TOTS.

If another provider agency is chosen, the Service Coordinator will authorize the evaluation on the Planned Services page of TOTS once they have made the referral. If the selected provider is not the staff person that completes evaluation the center may contact the Service Coordinator and ask that they select a different staff person from the drop down menu.

TRAINING UPDATE

Direct Service Provider Face to Face Orientation Sessions available in January:

[First Steps Face to Face Orientation - 1015801 - January 20, 2009 - Bowling Green](#)

[First Steps Face to Face Orientation - 1015800 - January 21, 2009 - Murray](#)

[First Steps Face to Face Orientation -1015863 - January 21, 2009 - West Liberty](#)

[First Steps Face to Face Orientation-1015790 -January 22, 2009-Elizabethtown](#)

[First Steps Face to Face Orientation-1015859-January 27, 2009-Lexington](#)

[First Steps Face to Face Orientation- 1015846 - January 29, 2009 - Corbin](#)

Additional First Steps Online Modules:

[First Steps KEDS Module-1011230](#)

[First Steps MRSA/Staph Prevention On-Line Module - 1010495](#)

[First Steps TOTS Online Module-1015494](#)



Upcoming Events

- 01.20.09 Provider Face-to-Face Orientation—Bowling Green—1015801
- 01.21.09 Provider Face-to-Face Orientation—Murray—1015800
- 01.21.09 Provider Face-to-Face Orientation—West Liberty—1015863
- 01.22.09 Provider Face-to-Face Orientation—Elizabethtown—1015790
- 01.23.09 Deadline for cleaning up CBIS mismatches and old (pre-December 15, 2008) unpaid claims.
- 01.27.09 Provider Face-to-Face Orientation—Lexington—1015859
- 01.29.09 Provider Face-to-Face Orientation—Corbin—1015846
- 02.02.09 Kentucky Part C Annual Performance Report is due to Washington, D.C.

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January 23, 2009

ANNUAL PERFORMANCE REPORT DUE FEBRUARY 2, 2009

Highlights ...

- Kentucky's Annual Performance Report Due February 2, 2009.
- The deadline for cleaning up your CBIS mismatches and old (pre-December 15, 2008) unpaid claims is **today—January 23, 2009.**
- Have you had a duplicate or inaccurate payment recouped? Check out page 2 for more info.
- Locate Provider Face-to-Face Orientation dates on Page 2.



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Per an August 20th OSEP Memorandum from William W. Knudsen:

In accordance with 20 U.S.C. 1416(b)(1) and 1442 of the Individuals with Disabilities Education Improvement Act (IDEA), each State has in place a Part C State Performance Plan (Part C—SPP) that evaluates the State's efforts to implement the requirements and purposes of Part C and describes how the State will improve such implementation.

In accordance with 20 U.S.C. 1416(b)(2)(C)(ii) and 1442, each Lead Agency must report annually to the public on the performance of each early intervention service program located in the State on the targets in its Part C—SPP. The Lead Agency also must report annually to the Secretary on the State's performance under its Part C—SPP. This report is called the Part C Annual Performance Report (Part C—APR).

The APR looks at 14 Indicators. Some Indicators are considered *compliance* Indicators. Performance targets

are set by the federal Office of Special Education Programs for *compliance* Indicators. The performance target for all *compliance* Indicators is 100%. Indicator #7, for example, which relates to the requirement to complete IFSPs for eligible children within 45 days of referral, is a *compliance* Indicator. States must demonstrate 100% compliance with Indicator #7.

Other Indicators are *performance* Indicators. Measurable and rigorous targets are set by individual states for *performance* Indicators. Indicator #5, for example, which relates to the number of children under the age of 1 identified by the State, is a *performance* Indicator.

Kentucky's FFY 2007 Annual Performance Report, which looks at the period of July 1, 2007 through June 30, 2008, is due February 2, 2009. Central Office is diligently working on the final draft of the APR this week in preparation for a timely submission. Be on the lookout for a summary of that report and specific information about Kentucky's performance in the coming weeks.

RECOUPMENT PROCEDURES

Since the implementation of TOTS, we have had occasion to recoup payments from providers. Recoupments have occurred for a variety of reasons. Providers have inadvertently submitted (and had approved) a duplicate claim for payment, providers have submitted claims in error and providers have submitted claims for non-billable activities.

When it becomes necessary for Central Office to recoup a payment, Central Office will open the claim for the date of service in question and enter a negative amount into the Payor Amount box. Because the negative payment is "approved" on the date we complete the recoupment, it will be deducted from the next payment cycle.

This is important for providers

to be aware for several reasons. First, if providers run their Agency Invoice Report for the payment period during which the claim was initially approved, the recouped payment will no longer appear. So, if you are trying to track a check amount back to a payment period, it may no longer be consistent because one or more payments have been recouped. Second, if a recoupment is made, it will be reflected on an upcoming check. So, the check you receive may reflect a payment that is lower than you had expected.

Providers should make a habit of printing and reviewing their Agency Invoice Report at the end of the billing cycle and contact your regional TAT or Central Office if you have questions.

WEBINAR ON SOCIAL-EMOTIONAL OUTCOMES FOR YOUNG CHILDREN WITH, OR AT RISK FOR DELAYS OR DISABILITIES.

The Technical Assistance Center on Social Emotional Intervention for Young Children (TACSEI) announces a webinar entitled Social-Emotional Outcomes for Young Children With, or at Risk For, Delays or Disabilities, presented by Karen Blasé, Barbara Smith and Roxane Kaufman. The Webinar will be held on **Thursday, January 29, 2009 at 1:00 PM EST** and is the first of two related webinars focused on successfully implementing the

Pyramid Model or any evidence-based initiative at the state and program level and sustaining the initiative over time in the context of staff turnover and changing organizational, social, and political environments. For more information and to register go to http://www.challengingbehavior.org/webinar_registration.htm. The second webinar will be held on May 21, 2009 and will discuss structures, procedures and financing for sustainability.

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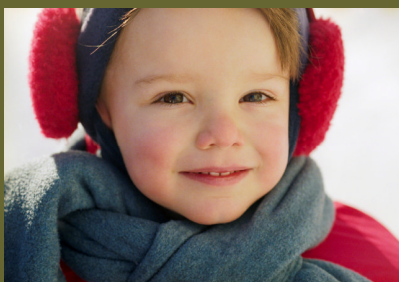
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Highlights ...

- First Steps payments delayed due to weather. See article on Page 1.
- State budget concerns may impact First Steps. See article starting on Page 1 for more information.
- Contact information for the Department of Revenue on Page 3.



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January 30, 2009

FIRST STEPS PAYMENTS DELAYED DUE TO WEATHER

The payment file for services approved in TOTS between January 14, 2009 and January 27, 2009 was supposed to be run on Wednesday and checks were to be cut on Thursday. Due to Wednesday's weather and the resulting lack of staff in State offices, the payment file was not able to be run until Thursday.

This means that checks will

be cut today, Friday, January 30th. In addition, the final CBIS payment file for services provided on or before December 14, 2009 was supposed to be run on Thursday and checks were to be cut on Friday. This file was delayed as well and as a result the checks from that file will be cut on Monday, February 2, 2009. Central Office sincerely regrets this delay.

STATE BUDGET WOES LIKELY TO IMPACT FIRST STEPS

Governor Beshear has been very open about the financial crisis Kentucky is in the midst of. In a presentation to the Joint Session of the House and Senate Appropriations and Revenue Committees on January 13, 2009, the situation was described in detail. Briefly, the State's General Fund, which supplies approximately 80% of First Steps' funding, is experiencing a \$456 million revenue shortfall.

Several steps were taken in the last year to reduce the State's budget, including reducing the State workforce by 2000, reducing travel by 16% and reducing grants and contracts for services.

These measures, while necessary, have failed to alleviate the revenue shortfall.

The General Fund is "fed" by State taxes ... sales taxes, individual income taxes and corporate taxes. As the country's recession continues to worsen, the State is seeing continued declines in these taxes, resulting in reduced receipts to the General Fund.

Budgeted spending for the current fiscal year (FY09) requires a 2.6% increase in receipts to the General Fund. The Governor's Office currently projects total receipts to be 5.1% less than budgeted. (Continued on Page 2)



(Continued from Page 1)

Going into FY09, state agencies were required to reduce budgets. The Department for Public Health, for example, reduced their budget by approximately 6%. As the year has progressed, state agencies have been required to make further cuts in order to address the anticipated deficit.

The Governor has stressed his desire to minimize the impact of this crisis as much as possible on human services and education programs. While the Department for Public Health has been required to review, realign and cut budgets more than one time since the beginning of the fiscal year, they have worked extremely hard to preserve funding for the First Steps program. While blessed by this protection, First Steps is unlikely to escape another round of budget cuts unscathed.

Kentucky is not alone in this struggle. States across the nation are finding themselves challenged to meet their state budgets in the face of rising jobless rates, increasing home foreclosures, and decreasing tax receipts.

Kentucky's Part C program (First Steps) is also not alone in this struggle. South Carolina's Part C program entered FY09 with budget cuts and is looking at even more budget cuts in the coming fiscal year. West Virginia's Part C program

projected a \$3 million shortfall last fiscal year and as a result proposed a change to their program's eligibility requirement which would require children to demonstrate a 40% delay in one area or a 25% delay in two or more areas. Part C programs around the country are expressing significant concern about their abilities to continue to effectively serve eligible children and families.

Even if the State was operating within budget, Kentucky's First Steps program would still be challenged to avoid budget cuts. As we shared with you some months ago, the First Steps program is serving close to 2000 children more than it served just two years ago and it is doing so with no increase in State funding and a minor decrease in federal funding. So, while the program has been able to contain its cost per child, its dramatic growth is challenging its ability to remain within its current budget—let alone a potentially reduced budget.

Central Office is working hard to assure that existing program funds are allocated wisely and expended appropriately. Central Office is currently reviewing all budget line items and all related expenditures. In addition, Central Office is closely reviewing payments for services and working to assure that services are covered, appropriately documented,

(Continued on Page 3)

(Continued from Page 2)

actually provided, billed to insurance when indicated and paid accurately. Central Office is also working to identify potential efficiencies in program structure and procedures and maximize existing program resources (i.e. private insurance).

We are sharing this information now because we feel that the issue of budget cuts is much less about “if” and much more about “when” and “how much”. Central Office is inter-

ested in hearing from you—valued program stakeholders. Knowing that the First Steps program cannot afford to continue to grow without limit and understanding that the State budget crisis will likely impact the program sooner than later, Central Office is interested in suggestions and strategies you may have for increasing program efficiencies, controlling program spending and/or maximizing current and potential resources. Please forward your feedback to me directly at kirsten.hammock@ky.gov.

NEW BRIEF ON THE SCIENCE OF EARLY CHILDHOOD DEVELOPMENT

Source: Center on the Developing Child at Harvard University—December 23, 2008
InBrief: The Science of Early Childhood Development is the first in a series of summaries of presentations given at the National Symposium on Early Childhood Science and Policy, which was held in June 2008. This brief looks at the basic

concepts of early childhood development, established over the decades of research, which demonstrate why early child development is the foundation for a prosperous and sustainable society. It is available online at:
<http://www.developingchild.harvard.edu/content/downloads/inbrief-eed.pdf>.

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of Revenue. If you have questions or concerns regarding your 1099, please contact Revenue directly at 502-564-



Upcoming Events

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Online modules available on TRAIN:

First Steps KEDS Module—Course ID 1011230

First Steps MRSA/Staph Prevention Module—Course ID 1010495

First Steps NONCREDIT Informational Module—Course ID 1009491

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